



## **NEWS RELEASE**

Tennessee Regulatory Authority

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**\*Media Advisory\***

**TRA Issues New Consumer Complaint form  
for Tennessee Consumers Impacted by the  
Termination of Delta Phone's Service**

**Nashville** – Tennessee consumers who wish to file a formal complaint against Delta Phones may now do so over the Internet.

The Tennessee Regulatory Authority (TRA) today has established a new consumer complaint form for consumers affected by the termination of service of Delta Phones.

**Background:** Delta Phones is a former reseller of pre-paid local telecommunications services in Tennessee. On August 11, 2003, Delta Phones contacted the TRA about its decision to surrender its operating certificate to provide telecommunications services in Tennessee.

During the weeks following August 11, the TRA discussed with Delta Phone's attorney the company's plan to surrender its certificate and the need to notify its Tennessee customers of its intent to discontinue service in Tennessee.

Delta Phones assured the TRA of its intention to provide its customers with adequate notice of the discontinuation of service in Tennessee.

During the last few days the TRA has received approximately 25 complaints from Tennessee consumers claiming no prior notice was given by Delta Phones before the service was disconnected. The TRA is investigating these complaints and encourage others with similar complaints to notify the TRA immediately.

Consumers may access a complaint form on the TRA's web site at [www.state.tn.us/tra](http://www.state.tn.us/tra), and fax it to 1-615-741-8953, or call 1-800-342-8359 to file a complaint.

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